



TOMPKINS COUNTY
OFFICE FOR THE AGING

Aging Better, Together

Annual Report 2022

Age *my* way!

OLDER
AMERICANS
MONTH





From the Director...

It is my privilege to present the Tompkins County Office for the Aging's Annual Report for 2021. Serving Tompkins County since 1975, the Office for the Aging, our contractors, and our local network of service providers work together to make Tompkins County a great place to live, work, retire and age in community.

Every May, the Administration for Community Living (ACL) leads the celebration of OAM. This year's theme focuses on how older adults can age in their communities, living independently for as long as possible and participating in ways they choose.

Older adults play vital, positive roles in our communities - as family members, friends, mentors, volunteers, civic leaders, members of the workforce, and more. Just as every person is unique, so too is how they age and how they choose to do it - and there is no "right" way. That's why the theme for Older Americans Month (OAM) 2022 is *Age My Way*.

The theme *Age My Way*, is an opportunity for all of us to explore the many ways our office and partners can support programs that encourage independence, plan activities that are responsive to individual needs and preferences and ensure access to services that support aging in place. Making these important connections all play a role in aging in place - emphasizing that what each person needs and prefers is unique.

This Annual Report shares the programmatic highlights and the core services provided by the Office for the Aging in 2021. Our work is made possible through dedicated staff, volunteers, subcontractors, and community partners. It is through these collaborative endeavors that we maintain a network of home and community-based services for older adults in Tompkins County. Together, we strive to support older adults to remain in and be involved with their communities as they choose. We thank the Tompkins County Legislature for their ongoing support for our programs, and the community members to whom we are responsible.

Sincerely,

Lisa Monroe



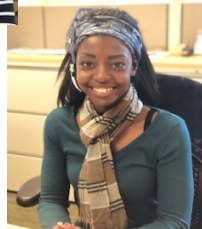
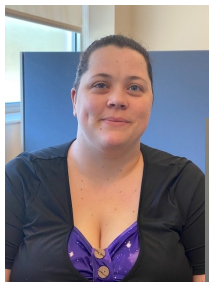
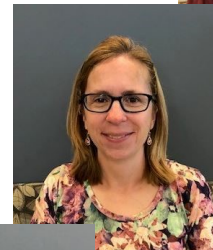
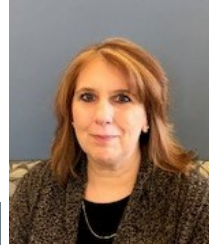
AGE MY WAY: MAY 2022

Our Mission

To assist older adults and persons with long term care needs to live independently in their homes and communities with quality of life and dignity.

Office for the Aging Staff

Caryn Bullis, Deputy Director
Trish Chevallard, Aging Services Specialist
Andrea Davis, Outreach Worker
Jessica Harris-Giannicchi, PT Account Clerk Typist
Amy Jackson, Aging Services Specialist
Rae Lobрева, PT Office Assistant
Kate Lyon, Ombudsman Program & Outreach Specialist
Rodney Maine, Aging Services Specialist
Susan Martin, PT Dietitian
Lisa Monroe, Director
Heidi Morse, Information Aide/Home Health Aide
Robert Slocum, Fiscal Coordinator
Dawn Sprague, Aging Services Specialist
Tom Weber, PT Outreach Worker
Donna Wilmot, Administrative Assistant IV





2021-2022 Advisory Committee Members

Pat Curran
Susan Hatch
Carol Mallison
Carrie Shearer

Joanne Izbicki
Wilma Lawrence
Sandra Pollack
Patricia Jung

Charlie Hart
Bill Lesser
Patricia Stamm

Advisory Committee Liaisons

Amanda Champion, Tompkins County Legislature
Meghan Molloy, Tompkins County Public Library
Samantha Hillson, Tompkins County Health Department
Aly Evans, Foodnet Meals on Wheels
Sarah Askew, StateWide Senior Action
Jan Lynch, Finger Lakes Independence Center
Liza Burger, Lifelong

COMMUNITY EDUCATION

Aging Services Network Meetings

The Office for the Aging organizes monthly Aging Services Network Meetings, attended by local aging services professionals and the general public. In 2021, due to the COVID 19 pandemic, we temporarily paused these meetings. Aging Services Network meetings resumed in January 2022.

Collaborations with Educational Institutions

Cornell University, Tompkins Cortland Community College, Ithaca College, and Binghamton University provide us with student volunteers, interns and work-study students. Students serve as friendly visitors in the Project CARE program, help with administrative work and assist with evaluations and publications. Faculty and staff involved with gerontology at Cornell University and Ithaca College regularly share information and expertise with the local aging services network through the Office for the Aging.

2021 student office interns:

Vanessa Mitchell-Wagner, Binghamton University
Arabez D. Smith, Binghamton University

COMMUNITY OUTREACH

In 2021, due to the Pandemic, outreach events were still scarcely held. However, the Office for the Aging staff were still able to engage in outreach and offered information and presentations. Those groups and topics included:

- Southside Community Center
- Lehigh Crossing
- Juniper Manor I & II
- Center Court Village Apartments
- Groton Seniors Group
- Cornell Work/Life
- Ithaca College
- Ellis Hollow Apartments
- Newfield Garden Apartments



In 2021, Office for the Aging staff members served on several Boards and Advisory Committees including:

- Human Services Coalition Board
- Health Planning Council Board
- Long Term Care Committee of the Health Planning Council
- Gadabout Board
- Core Advisory Group for Emergency Preparedness
- Workforce Development Board
- Tompkins County Workforce Diversity and Inclusion Committee
- Coordinated Human Services Public Transportation Planning Committee
- Tompkins County Health & Human Services Cabinet
- Mental Health Conference Committee
- Ithaca Neighborhood Housing Services Board
- Vision Zero Stakeholders Committee
- Homeless and Housing Taskforce
- Continuum of Care
- Safety Committee
- Team JEDI
- Tompkins County Local #855; White Collar Unit #8900



TRAINING AND STAFF DEVELOPMENT

In order to remain current in the field of aging, Office for the Aging staff participated in trainings in 2021 on many topics including:

Sexual Harassment Training; Caregiver Coordinator webinars; Trainings on various issues pertaining to COVID-19 and the vaccine; Peer Place trainings; Quarterly HIICAP trainings; Medicaid trainings; Trainings on issues pertaining to the Long Term Care Ombudsman program; An in-depth Look at the 2022-2025 Dietary Guidelines for Americans; Stress First Aid; Age Friendly Workshops; Tompkins County Leadership Training; Adult Mental Health First Aid; Dementia Care Training; CPR/AED Training; Tenant/Landlord Rights & Responsibilities; Nursing Home Advocacy Priorities for 2021 and Beyond; NYSOFA/HD Sanitation & Safety Workshop; Annual Elder Law Forum; Health Literacy & Clear Communication; International Respite Conference; Emergency Rental Assistance Program; Adult Abuse Training Institute; NYSCRC Sustainability Summit; REST Training; Annual Compliance Training; Powerful Tools Master Trainer Training

COFA IN THE COMMUNITY



VOLUNTEERS



TOMPKINS COUNTY
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Outstanding Volunteer Award

Each year the Office for the Aging accepts nominations for volunteers age 60+ who have made significant contributions to the community through civic engagement. These awards are presented during the month of May for Older American's Month and then recognized again by NYSOFA for Older New Yorker's Day, often held in the Fall. In 2021 our Outstanding Volunteers were Lisa Gould and Margaret Snow.



Lisa Gould



Margaret Snow

Our office is supported by volunteers who selflessly give their time to support our programs and serve the needs of older adults in our community. Without them, our office would not be able to provide such valuable services. We appreciate their contributions everyday and say thank you!



NEW INITIATIVES AT COFA

✓ Joy for All Companion Pets

In 2018, NYSOFA launched a pilot project to study the impact of animatronic pets provided to older adults who may be struggling with loneliness. Since then, NYSOFA has obtained funding during the pandemic to provide counties with multiple pets which we have been distributing. These interactive pets provide support, comfort, and companionship to older adults.



✓ Senior Planet Tablet Program

Senior Planet is a program of the nonprofit Older Adults Technology Services (OATS), and the Office for the Aging has partnered with them to provide free technology support and social opportunities to older adults. The goal of the Senior Planet Program is to ease the effects of social isolation that has been exacerbated by the COVID 19 pandemic. Eligible participants receive a tablet and 24 months of LTE wireless broadband. Additionally, participants are matched with an Ithaca College Aging Studies student who is a volunteer friendly visitor and is available to assist with the tablet and technology by visiting with the participant 1-2 times per week. In 2021, 10 older adults received tablets.



The Tompkins County Office for the Aging is the community's primary source for information and assistance about the array of services available to older adults, caregivers, and persons with long term care needs.

✓ Outreach

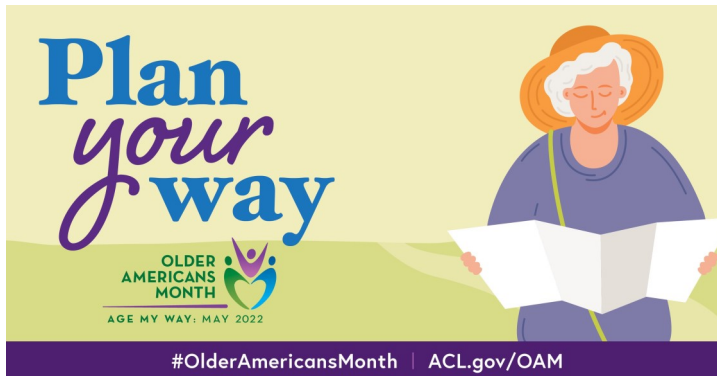
Throughout the pandemic, the Office for the Aging and its subcontractors continued to work to bring services to older adults who needed them. In 2021, the Office for the Aging had 142 community outreach contacts with older adults.

✓ *Senior Circle* Newsletter

The Tompkins County Office for the Aging and Lifelong jointly publish the quarterly *Senior Circle* Newsletter. Mailed to over 12,000 older adults in Tompkins County, the *Senior Circle* is a valuable medium to inform people of vital services and events.

✓ Insurance Counseling

The Health Insurance Information, Counseling and Assistance Program (HIICAP) is offered through a contract with Lifelong. In 2021, we had three trained counselors on staff at the Office for the Aging and 13 volunteer counselors coordinated through Lifelong. Trained HIICAP counselors offer one-on-one counseling as well as group presentations on the various aspects of Medicare, Medicaid, private health insurance, long term care insurance, and prescription drug coverage including Medicare Part D and EPIC. The HIICAP program served 685 individuals in 2021.



SERVICES



The Mosaic Program

Historically, this program originated as a visiting, shopping and social programming service to the Northside and Southside communities which in the late 70's-80's were predominately black communities. Over the years those communities demographics have somewhat changed and program attendance changed along with it. Lifelong is working with community groups to re-evaluate the program to best serve community interest. The goals of the Mosaic Program are to enhance programming with regards to diverse program topics, learn from experiences of those who may be marginalized and strive for offerings that are inclusive, diverse, equitable and accessible, and look at several diverse populations including but not limited to: race, ethnicity, religion, sexual orientation, and people with disabilities. We anticipate programming to begin in 2022.



Legal Services

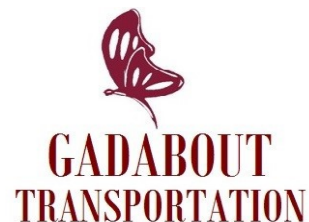
The Office for the Aging contracts with Legal Assistance of Western New York to provide eligible clients with legal assistance on civil matters such as evictions, foreclosures or public benefits. In 2021, 18 people received 109.2 hours of legal assistance.

AMP-Aging Mastery Program

The Office for the Aging contracts with Lifelong to offer the Aging Mastery Program (AMP). This program offers 10 classes that encourages developing behaviors across many dimensions that will lead to improved health, stronger financial security, and overall well-being. This program was held in the Spring of 2021 and served a total of 6 people.

Transportation

The Office for the Aging now partners with Gadabout for transportation services by purchasing tickets in bulk to distribute to persons over 60 or with disabilities from our office. In 2021, 67 older adults received tickets.



LONG TERM CARE ASSISTANCE



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Long Term Care Assistance programs provide a continuum of care and supports to older adults and their families. Long term care services span from small, practical supports which help to keep people living in their homes longer, to hands-on personal care in the home, to assistance and advocacy within nursing homes. Long Term Care Assistance Programs include the following:

✓ Personal Emergency Response System (PERS)

PERS is a communication system which links an individual with a call center that can dispatch emergency responders when needed or contact a designated person or persons. This system provides 24-hour-a-day protection for individuals who are frail and at risk of falling or other medical emergencies. PERS units are available for rental through the Office for the Aging. During 2021, a total of 407 people utilized PERS machines provided through the Office for the Aging.



"I needed my alert system when I fell getting out of the shower this morning. I had asked the system to add my neighbor to the list of people to call, they did just that. I called the alert system and thanked them for following my request. This is my lucky day-I'm up and no broken bones!"



✓ Falls Prevention

Many falls are preventable. Trained outreach staff from the Office for the Aging offer Home Safety Assessments to older adults in the community. During an assessment, fall hazards are identified and addressed wherever possible. If necessary, assistance and referrals are provided for issues requiring modification or repair, such as installation of grab bars or railings. In 2021, Office for the Aging staff assisted 4 clients with Home Safety Assessments.

LONG TERM CARE ASSISTANCE



NY Connects
Your Link to Long Term
Services and Supports

✓ **NY Connects Long Term Care Services**

Staff at NY Connects provide objective and unbiased information about long term care options in Tompkins County. A partnership between the Office for the Aging, the Department of Social Services, Finger Lakes Independence Center, Tompkins County Mental Health, and Office for Persons With Developmental Disabilities, NY Connects offers information about long term care to consumers of any age, regardless of income or payer source.

✓ **The Long Term Care Committee of the Health Planning Council**

serves as the NY Connects Long Term Care Council. The Long Term Care Committee plays an active role in ensuring a coordinated local long term care delivery system, identifying needs and gaps in service and recommending system improvements.

✓ **Expanded In-Home Services for the Elderly Program (EISEP)**

The EISEP Program provides case management, homemaking/personal care and housekeeping/chore services on a sliding fee scale to income-eligible older adults. Case management is offered through contract with Tompkins County Adult and Long Term Care Services, and aide service is offered through contract with Caregivers, Home Instead Senior Care, Comfort Keepers and Stafkings. During 2021, 124 frail elders received case management services, 13 individuals were served with 2,074 hours of homemaker/personal care services, and 36 individuals were served with 3,810.25 hours of housekeeper/chore services. Additionally, under the consumer directed component of EISEP, 31 clients hired their own aides and were provided with 7,250.5 hours of service. Finger Lakes Independence Center is the fiscal intermediary for consumer directed services.

LONG TERM CARE ASSISTANCE



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✓ The Registry

The Office for the Aging contracts with the Finger Lakes Independence Center to offer the Registry Program. The Registry is a free service linking individuals in need of in-home help with independent job seekers. The Registry lists jobs for personal care aides, home health aides, elder companions, housekeepers and cooks. The program prescreens and checks references for all caregivers. The family must interview and negotiate the specific terms of employment. During 2021, 114 older adults utilized the services of the Registry.



**Office of the State
Long Term Care
Ombudsman**

✓ Long Term Care Ombudsman Program

The Long Term Care Ombudsman Program works to resolve concerns expressed by, or on behalf of residents of long term care facilities. This is accomplished by recruiting and training community volunteers to visit long term care facilities and advocate on behalf of residents, giving them a stronger voice in their own care and lives. In 2021, our program had 3 certified long term care ombudsman volunteers serving Tompkins, Schuyler, and Chemung Counties.

LONG TERM CARE ASSISTANCE

✓ Friendly Visiting

The Friendly Visitor Program of the Office for the Aging matches older adults with volunteers who offer companionship and a chance for sharing time and mutual interests. The Office for the Aging partners with Project Generations Programs at both Ithaca College and Cornell University, whose student volunteers are paired with older adults. During 2021, volunteers provided 19 individuals with weekly friendly visits.



We had such a nice chat. He is DELIGHTFUL! It seems we have a lot to talk about. The visits bring me such joy, I find myself looking forward to the next. We have made a great connection and we truly enjoy each other's company.

-P.S., Volunteer

NUTRITION PROGRAM



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The nutrition program is provided through a subcontract with Foodnet Meals on Wheels and offers meals to older adults, both in their homes, and at social dining sites throughout Tompkins County. The nutrition program assures that participants receive a nutritious, hot meal up to five days per week, options for evening sandwich meals and weekend frozen meals. Foodnet's Registered Dietitian provides nutrition education and counseling.

✓ Congregate Meals

This service provides older adults with hot noontime meals Monday through Friday, along with an opportunity for social time and links to other health and supportive services. Social dining is offered 5 days per week in Groton and Titus Towers. A voluntary and confidential contribution of \$8 is suggested, but no person is denied a meal if they are unable to contribute. During 2021, 111 people were served with 17,625 grab and go meals due to the closing of congregate sites because of the pandemic.



FOODNET
MEALS ON WHEELS

✓ Home Delivered Meals

This service is provided to Tompkins County older adults who are homebound and/or unable to prepare their own meals. A hot mid-day meal is delivered weekdays, with the option of an additional sandwich meal for the evening. Frozen meals are provided for weekends and holidays. A voluntary and confidential contribution of \$8 daily per hot meal or \$9.50 daily for hot meal and sandwich is suggested, but no person is denied a meal if they are unable to contribute. During 2021, 618 seniors were served 139,486 meals in their homes.



NUTRITION PROGRAM

✓ Nutrition Counseling

Nutritional assessment and counseling is provided to older adults on a one-on-one basis. Foodnet's registered dietitian assists older adults in understanding their dietary needs and restrictions, and provides methods for changing their dietary habits. During 2021, 402 people were provided with 531.5 hours of nutrition counseling.

✓ Nutrition Education

Nutrition education is provided to Foodnet participants in a group setting, covering topics of interest and emphasizing good nutrition as a component of health. During 2021, 524 older adults received 3,298 hours of nutrition education.



✓ Senior Farmer's Market Nutrition Program

The Office for the Aging distributes coupon booklets worth \$20 to income-eligible households. Coupons are for the purchase of fresh fruits and vegetables at participating NYS Farmers Markets. During 2021, 601 booklets were distributed to seniors throughout Tompkins County.



Home repair and energy services assist older homeowners in maintaining their homes and living safely, independently and affordably.



✓ Tompkins County Small Home Repair Program

The Office for the Aging contracts with INHS to provide small home repairs and safety modifications for older adults in Tompkins County. Priority is given to income-eligible seniors who need repairs related to health and safety in order to remain independent in their homes. This program continues to work hand in hand with COFA's Falls Home Safety Assessment Program where COFA's Outreach Workers provide valuable home visits to identify fall hazards and modifications that can be made in the home. In 2021, the Small Home Repair Program served 73 older adults with 1,256.70 hours of service.



HOME REPAIR AND ENERGY SERVICES



✓ Home Energy Assistance Program (HEAP)

The HEAP Program offers benefits to income eligible individuals to offset the costs of heating their homes or apartments. During 2021, the Office for the Aging processed 500 HEAP applications for older adults and individuals with disabilities.



Family caregivers are an integral component of the long-term care system, and the Office for the Aging supports them through a number of services.

✓ Project CARE

Project CARE is an initiative of the Office for the Aging that can help stressed caregivers and the older adults for whom they are caring. The Office for the Aging matches older adults and their caregivers with volunteers who are able to help with a number of tasks including errands, shopping, light housekeeping, yard work, and respite. Volunteers provide opportunities for socialization to those who are homebound and isolated. Additionally, the Office for the Aging contracts with agencies to provide professional respite for older adults with medical needs.



CAREGIVER SERVICES

✓ Caregivers' Resource Center & Alzheimer's Support Unit

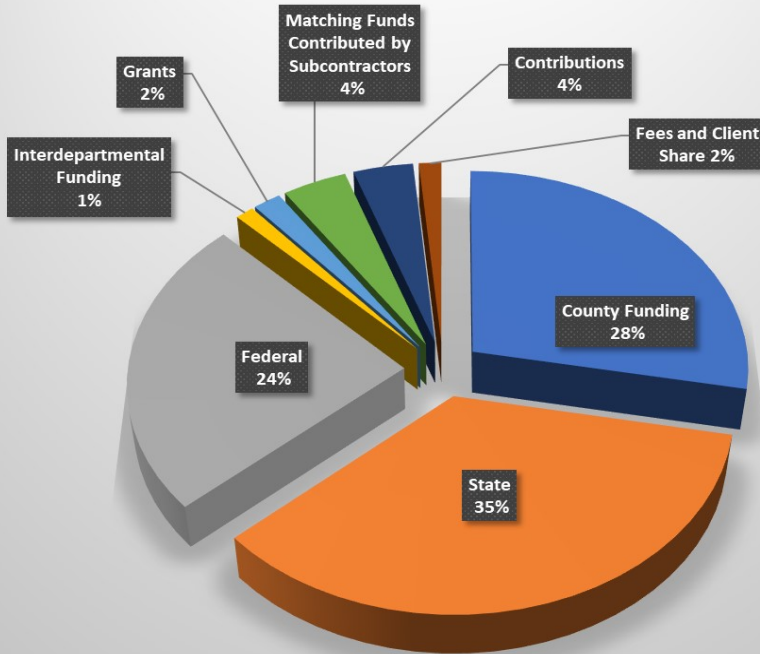
The Caregivers' Resource Center provides:

- Information for caregivers
- Options counseling for caregivers
- A lending library of written and digital materials—including local resource guides
- Quarterly *In Support of Caregivers* newsletter
- Caregiver Packets for those caring for Alzheimer's patients and general Caregiver Packets to assist caregivers with planning and other important processes
- Workshops on caregiving issues
- Support Group for caregivers of persons with Alzheimer's and other dementias.
- Six week workshop series: Powerful Tools for Caregivers





Tompkins County Office for the Aging Sources of Funding for 2021



FUNDING SOURCE	AMOUNT
County Funding	\$841,064
State	\$1,060,787
Federal	\$729,845
Interdepartmental Funding	\$35,757
Grants	\$53,746
Matching Funds Contributed by Subcontractors	\$123,095
Contributions	\$113,986
Fees and Client Share	\$42,561
	\$3,000,841

Tompkins County Office for the Aging 2021 Funding Sources	2021 Program Totals
Alzheimer's Association of CNY Respite Grant	\$12,593
Age Friendly Center for Excellence Grant	\$36,295
Federal Balancing Incentives Program: Expanded NY Connects	\$274,324
Federal Health Insurance Information, Counseling and Assistance Program	\$37,173
Federal Home Energy Assistance Program	\$34,081
Federal Medicare Improvements Patients and Providers Act	\$14,296
Federal Nutrition Services for the Elderly Program	\$115,175
Federal Older Americans Act: Title IIIB	\$344,227
Federal Older Americans Act: Title IIIC	\$584,790
Federal Older Americans Act: Title IIID	\$6,085
Federal Older Americans Act: Title IIIE (National Family Caregivers Act)	\$78,020
FFCRA/CARES Funding	\$78,064
Locally Funded Small Home and Safety Program	\$29,525
Locally Funded Personal Emergency Response Program	\$35,779
NYS Caregiver Resource Center	\$21,788
NYS Community Services for the Elderly Program	\$217,381
NYS Unmet Needs Program	\$124,387
NYS Expanded In-Home Services for the Elderly Program	\$403,195
NYS Long Term Care Ombudsman Program	\$169,333
NYS Wellness in Nutrition	\$384,330
TOTAL:	\$3,000,841



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Age *my* way!



MATERIALS AVAILABLE!

ACL.gov/OAM



NY Connects

Your Link to Long Term
Services and Supports

of TOMPKINS COUNTY

(800) 342-9871 607-274-5482

Tompkins County Human Services Annex Building
214 W. Martin Luther King Jr./State St.

Ithaca, NY 14850

(607) 274-5482

<http://tompkinscountyny.gov/cofa>

